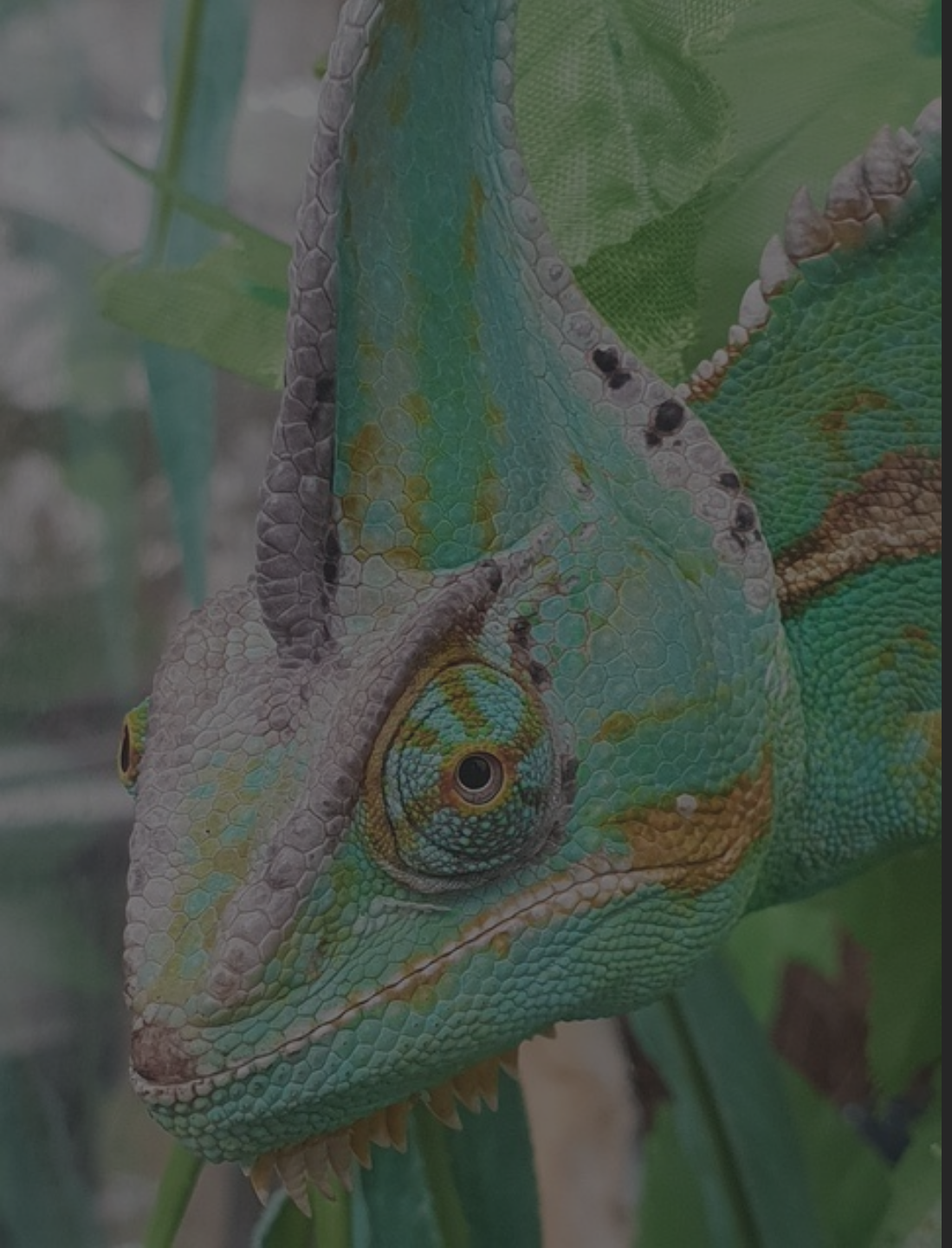
Soft Skills in the Workplace

1. Adaptability
2. Clear Communication beyond face-to-face
3. Listening
4. Creative Problem Solving
5. Emotional Intelligence



Adaptability

If we've learned anything over the past few years, it's that circumstances change fast. We can expect that to continue. Adaptability is the ability to change an approach to a job to keep up with fluctuating circumstances.

It's about employees who are willing to make a shift when a better way of doing something becomes available. Adaptability is important for employees in regular operations and those in leadership roles. This is a time to change as you need to.

Clear Communication beyond face-to-face

Conversations between co-workers are taking many different avenues:

- Memos
- Zoom calls
- Text messages
- Emails and more

To thrive in this environment, employees must be excellent at both written and verbal communication.

Clarity and patience are key elements of this skill.

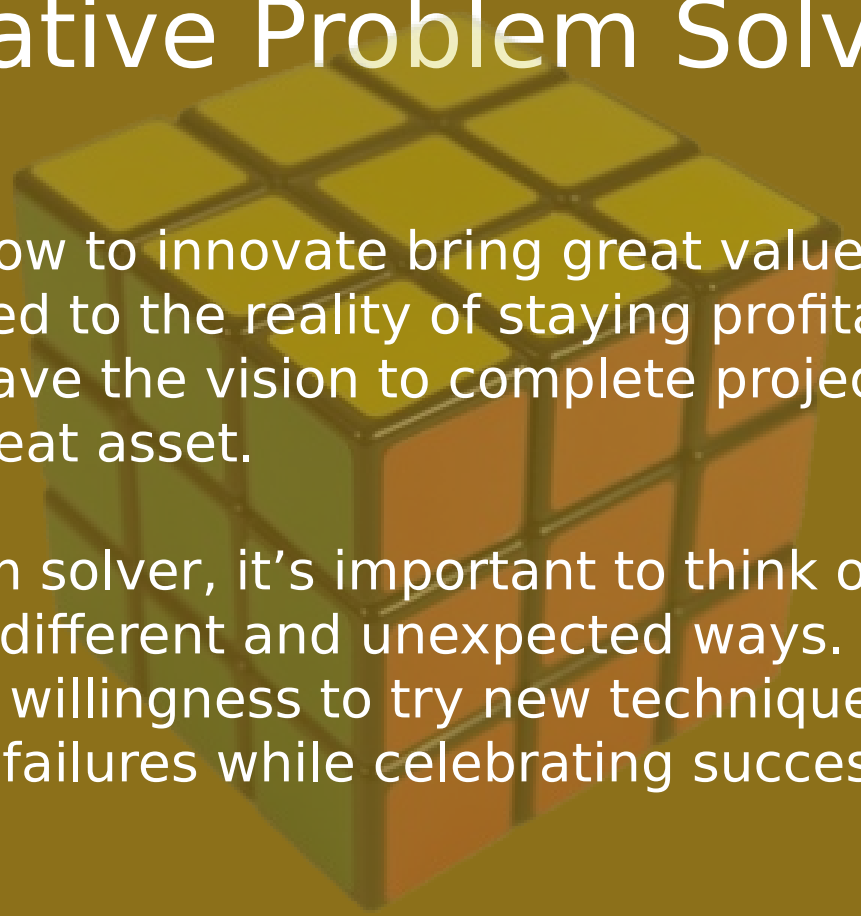
Listening

Listening and communicating go together, but this skill is complex enough to earn its own place on the list. It’s no longer as easy as it used to be to ask someone to reiterate a point—it isn’t possible to just pop into their office and ask them to repeat what they said.

To be clear, being a good listener doesn’t mean never needing to ask for clarification. It means paying attention and remembering what others have said. It means taking others’ needs and preferences into consideration when making decisions. It means hearing what’s said, giving it the consideration it deserves, and asking questions right away if something isn’t clear.

Bad listeners zone out. They act like they understand when they don’t and struggle to improve based on feedback—all habits that are problematic in today’s work environment.

Creative Problem Solving



Employees who know how to innovate bring great value to their employers. As businesses have adjusted to the reality of staying profitable during a pandemic, those who have the vision to complete projects and creatively solve problems are a great asset.

To be a creative problem solver, it’s important to think outside the box and approach challenges in different and unexpected ways. Being a creative problem solver is about willingness to try new techniques that may or may not work and learning from failures while celebrating successes.

Emotional Intelligence

From stressing over current events to worrying about friends and family members who are ill, mental and emotional health and well-being are some of the biggest challenges people face today. As much as we try to keep our work and personal lives separate, interior struggles can affect our emotions during the workday. That’s why being able to be aware of, control, and express one’s emotions is crucial now more than ever.

A big part of well-developed emotional intelligence is treating others with sensitivity and empathizing with collaborators when they struggle. It’s about knowing how to deliver thoughtful feedback and recognizing when taking a break to regroup emotionally will lead to increased productivity moving forward.

Brillian
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Your presenter...

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